THE SECOND ANNUAL

GSA SMARTPAY

CONFERENCE

AUGUST 29 – 31, 2000

CHICAGO, ILLINOIS

The electronic access systems are ready to provide the information we need - when we need it.

GSA invites you to the Second Annual GSA SmartPay Conference to be held in Chicago on August 29th through August 31st. The conference will focus on current trends and practices in the management of Government card programs and the latest developments in electronic management tools. Attendance at the conference will ensure that your program managers are taking full advantage of the proven "Architecture for Success" provided by the GSA SmartPay contractors. The training schedule offers opportunities for purchase, travel and fleet card managers to learn the fine points of the credit card process, to access management information, and to ensure compliance with agency policies.

With recent improvements and upgrades, the electronic access systems are ready to provide the information we need - when we need it. The move towards an electronic environment requires training of the key players in our program - agency/organization program coordinators, financial managers, and policy personnel. This conference provides all the training required for them to use the system for account maintenance, generating reports, tracking expenditures, and performing payment processing. By using the system, your organization can spend less time on administrative functions and more time on program management.

To meet your demands, we have increased the number of training sessions on the electronic access systems and reporting tools. Most sessions will be offered more than once to ensure that you can attend all the sessions. Training is offered for those new to the program as well as experienced program managers.

Classroom training will be offered on how to use reports, invoicing, disputes, and industry best practices. GSA will host sessions on industry roles and responsibilities, Government innovations, *GSA Advantage!*™ and an overview of supplies and services available through GSA's Federal Supply Service.

Please join us for three action packed days of training and the wonderful sights and sounds of Chicago.

CONFERENCE AGENDA

Monday, August 28th

Early Registration:	2:00 pm	-	9:00 pm

Tuesday, August 29th

Registration Open:	7:00 am	-	4:30 pm
General Session:	9:00 am	-	11:00 am
LUNCH	11:30 am	-	1:00 pm
Training Sessions:	1:30 pm	-	4:30 pm
Exhibit Hours:	7:00 am	-	8:45 am
	11:00 am	-	5:00 pm

Wednesday, August 30th

Registration Open:	7:00 am	-	4:30 pm
Training Sessions:	8:00 am	-	4:30 pm
Exhibit Hours:	7:00 am	-	5:00 pm

Thursday, August 31st

Registration Open:	7:00 am	-	4:30 pm
Training Sessions:	8:00 am	-	4:30 pm
Exhibit Hours:	7:00 am	-	12:00 pm

DRESS CODE

Attire for all sessions will be casual. You may want to bring along a light jacket or sweater, as the temperature in meeting rooms is often difficult to control.

GSA AGENCY MEETING ROOMS

GSA has made space provisions for agencies to convene to discuss issues pertaining to their agency's card program. We have two Agency Meeting Rooms that can accommodate 45 persons each. The rooms are arranged for small conference meetings and are not conducive for training sessions. The maximum amount of time that the room may be reserved is two hours. Room reservations will be done on a first come, first serve basis. The times of availability are as follows:

Tuesday, August 29th	1:30 pm - 5:30 pm
Wednesday, August 30th	8:00 am - 4:00 pm
Thursday, August 31st	8:00 am - 4:00 pm

If you wish to schedule a meeting time, please send your e-mail request to Laura E. Edmondson at: laura.edmondson@gsa.gov.

MELLON BANK

Handling Disputes

Learn the proper steps to take when a disputed transaction has been identified. The cardholder's, merchant's and Mellon's responsibilities will be explained along with the appropriate timelines.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
Wednesday, August 30th	3:30 pm	-	4:20 pm

Make Your GSA SmartPay Program the Best!

Discuss practices used by customers and agencies that make their programs more effective and efficient. You are guaranteed to pick up some good information to use with your program.

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
Wednesday, August 30th	1:30 pm	-	2:20 pm

Manage Your Program with Paper Reports

If you are dependent on paper based reports, you should attend this session to understand what reports are available and their intended use. Mellon's experts can help you eliminate unnecessary reports and better utilize the ones you need.

DATES & TIMES:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Wednesday, August 30th	2:30 pm	-	3:20 pm

BANK ONE

Managing and Resolving your Disputes

Find out when you should file a dispute, what you need to know to file a dispute, and the ins and outs of various kinds of disputes. This session will cover how you read dispute reports and how they are reflected on your statements.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
Wednesday, August 30th	3:30 pm	-	4:20 pm
Thursday, August 31st	11:00 am	-	11:50 am

Using Best Practices to Expand Your Program

This session will focus on the best practices used in Government and industry. Come hear the unique ways Bank One customers have used the Bank One card to solve business problems.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
Thursday, August 31st	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm

Managing Your Travel Program

Managing your travel program can be a lot of work. Come hear the discussions on the tools Bank One can provide to help you manage your travel program. Both GTAs and individual cardholder accounts will be addressed.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
Thursday, August 31st	10:00 am	-	10:50 am

An Electronic Reporting Overview

Come hear about your options and what might be best for your program. How can you integrate electronic reporting into the management of your program? What reports are available? How do these reports and data files help maximize your efficiency?

DATES & TIMES:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Wednesday, August 30th	10:00 am	-	10:50 am
Thursday, August 31st	11:00 am	-	11:50 am

Reading Your Paper Reports

There are many paper-based reports available to assist you in managing your programs. A discussion on how to read the reports, what the data means, and how to turn on or turn off various reports.

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
Thursday, August 31st	3:30 pm	-	4:20 pm

Pathway Basics: An Overview of the Bank One Electronic Access System

This is a general overview session of the electronic access system. The session will cover topics for the beginner. Bank One representatives will answer questions such as, "What is Pathway and how can you use the electronic access system to help manage your program?"

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
Wednesday, August 30th	8:00 am	-	8:50 am
Thursday, August 31st	8:00 am	-	8:50 am

Pathway the Next Step

This session is for the more advanced user of Pathway. It will cover how you can take advantage of the many features in the system.

DATES & TIMES:

Wednesday, August 30th	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm
	3:30 pm	-	4:20 pm
Thursday, August 31st	10:00 am	-	10:50 am

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BANK ONE CONTINUED

Using Pathway Reporting

Learn how to create and run your own reports and how you can bring those reports into your own spreadsheets and tables. In addition, many of the pre-formatted reports contained in the system will be addressed.

DATES & TIMES:

Wednesday, August 30th	9:00 am	-	9:50 am
Thursday, August 31st	1:30 pm	-	2:20 pm

The Basics

You will be provided with the basics of how the credit card system works and an overview of Bank One's operations.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
	3:30 pm	-	4:20 pm

Take Control of Your Program:
A Review of Authorization Controls

This session will cover authorization controls from the very basic to the complex. Come hear and discuss your unique needs and share customized applications.

DATES & TIMES:

Wednesday, August 30th	9:00 am	-	9:50 am
Thursday, August 31st	3:30 pm	-	4:20 pm

Business to Business Electronic Commerce

Learn about business to business electronic commerce and hear about new trends in the marketplace.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
Thursday, August 31st	8:00 am	-	8:50 am

Supplier Partnerships

Gain the knowledge to educate your suppliers, learn methods to improve your supplier relationships and see the support Bank One and MasterCard can provide.

DATES & TIMES:

Wednesday, August 30th	11:00 am	-	11:50 am
Thursday, August 31st	2:30 pm	-	3:20 pm

Card Usage and Fraud:
Managing Your Risk

Hear about the worldwide scope of fraudulent transactions, Bank One and MasterCard's role in managing fraud risk, the recovery process and best practices your organization can use to minimize fraud and misuse.

DATES & TIMES:

Wednesday, August 30th	10:00 am	-	10:50 am
Thursday, August 31st	9:00 am	-	9:50 am

Internet Security – Safety Net

Cover the ABC's of internet security and what is special about the Internet and the various types of hardware and software security.

DATES & TIMES:

Wednesday, August 30th	1:30 pm	-	2:20 pm
Thursday, August 31st	1:30 pm	-	2:20 pm

Pathway Computer Lab

Visit the Pathway Computer Lab and receive one on one hands on experience. Bank One staff members will assist you and answer questions while you work on the Pathway System.

DATE & TIME:

Tuesday, August 29th	1:30 pm	-	4:30 pm
Wednesday, August 30th	8:00 am	-	5:00 pm
Thursday, August 31st	8:00 am	-	5:00 pm

CITIBANK

Best Practices: Learning From Success

A discussion on proven approaches for card program management to support Agency's goals. Additionally, attendees learn how to overcome program impediments to ensure that optimal efficiencies are gained.

DATE & TIME:

Thursday, August 31st	1:30 pm	-	2:20 pm

Best Practices:
Building On Proven Success

Through Citibank's program management approach, attendees explore the critical need for continuous program evaluation and learn about proven strategies they may use to reach their program goals.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm

Citibank's Electronic Access System:
An Overview For The New User

A presentation of Citibank's proprietary web-based card management and reporting system. This overview covers system features and discusses future functionality.

DATE & TIME:

Thursday, August 31st	10:00 am	-	10:50 am

Citibank's Electronic Access System:
An Overview For The Seasoned User

Current users of Citibank's proprietary web-based card management and reporting system will learn about system enhancements. This presentation explains how users can improve their program efficiency through newly developed end-to-end solutions.

DATE & TIME:

Tuesday, August 29th	2:30 pm	-	3:20 pm

Turn Off The Paper: Electronic Reporting For Your Card Program

A presentation on Citibank's electronic reporting options, including web-based card management and reporting system, EDI and other electronic data file delivery options. Attendees will learn how to reduce paper, save time and improve program management through electronic reporting.

DATES & TIMES:

Wednesday, August 30th	3:30 pm	-	4:20 pm
Thursday, August 31st	9:00 am	-	9:50 am

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Leverage Electronic Reports Through Customization

In addition to exploring the various electronic reporting options that Citibank offers, attendees learn the benefits of ad hoc reporting capabilities and generating customized reports.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
Thursday, August 31st	10:00 am	-	10:50 am

The Brick and Mortar Of Paper Reporting

A discussion of standard paper reporting options available through Citibank. Presentation includes an overview of available reports and how to use them to maximize card program efficiencies.

DATE & TIME:

Thursday, August 31st	2:30 pm	-	3:20 pm

The Brick and Mortar Of Customized Paper Reporting

This session goes beyond standard paper reporting options to explain how customized reports enhance your Agency's card program. Presentation shows examples of tailored reports and how they can be used to meet program goals.

DATE & TIME:

Wednesday, August 30th	3:30 pm	-	4:20 pm

Disputes: Resolution Without Delay

Learn more about the dispute resolution process and the importance of its timelines from Citibank's Customer Service Representatives (CSRs). Cardholder, Transaction Dispute Office (TDO) and merchant responsibilities will be presented.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
Thursday, August 31st	1:30 pm	-	2:20 pm

Planes, Trains and Travel Program Reconciliation

Suggestions to enhance and streamline your Citibank Travel Card program. Topics include Federal travel regulations and other mandated Government policies. Additionally, Citibank will discuss maximizing program efficiencies through decreased delinquencies.

DATE & TIME:

Thursday, August 31st	2:30 pm	-	3:20 pm

Citibank's Electronic Access System: An Introduction

A guided, hands-on presentation of Citibank's proprietary web-based card management and reporting system for new users. This overview covers system access and navigation.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
Wednesday, August 30th	8:00 am	-	8:50 am
	9:00 am	-	9:50 am
	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm
Thursday, August 31st	1:30 pm	-	2:20 pm

Citibank's Electronic Access System

A guided, hands-on presentation for seasoned users. This detailed overview of Citibank's proprietary web-based card management and reporting system covers advanced features and navigation and showcases cost allocation.

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
Wednesday, August 30th	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
Thursday, August 31st	8:00 am	-	8:50 am
	9:00 am	-	9:50 am
	2:30 pm	-	3:20 pm

Citibank's Electronic Access System: Reporting

A guided, hands-on presentation for those interested in navigation unique to reporting. This detailed overview covers all reports available and identifies how to generate, schedule, and print these reports.

DATES & TIMES:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Wednesday, August 30th	1:30 pm	-	2:20 pm
Thursday, August 31st	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
	3:30 pm	-	4:20 pm

Citibank: Foundation for the Future

Citibank's key senior executives will conduct a panel discussion on the future of card programs and transitioning to web-based end-to-end solutions. Topics include evolving Citibank initiatives that will shape payment solutions and information delivery systems for your Agency's card program.

DATE & TIME:

Wednesday, August 30th	9:00 am	-	9:50 am

Citibank: Your Bridge Beyond 2000

This session highlights Citibank's extensive value-added services. Topics include Citibank's global expansion efforts, as well as its on-going commitment to delivering enhanced web-based solutions.

DATE & TIME:

Wednesday, August 30th	10:00 am	-	10:50 am

Browse, Buy, And Reconcile: An Introduction To CitiMart

Citibank's end-to-end purchase solution is a valuable tool that enables Citibank Purchase Cardholders to shop, compare prices, buy and reconcile without leaving their desks. This presentation discusses the features and benefits of this revolutionary web-based purchase tool.

DATE & TIME:

Wednesday, August 30th	11:00 am	-	11:50 am

Citibank's eTravel Initiative: Just Point, Click and Fly…

The ultimate complement to your Citibank Travel Card program. Cardholders are empowered to review travel information, make reservations, and pay and reconcile their charges via the internet. This session details the system's features and benefits and identifies how it can streamline your Agency's travel process.

DATE & TIME:

Wednesday, August 30th	1:30 pm	-	2:20 pm

Remodeling Your Card Program From Successful Blueprints

Proven strategies that deliver optimal card program results, from increased efficiencies and cost-savings to exceeding program goals. Topics include overcoming program hurdles and how to further enhance mature programs.

DATE & TIME:

Wednesday, August 30th	2:30 pm	-	3:20 pm

Task Order Management Made Easy

Learn the secrets of developing, implementing and managing an effective task order to help you exceed your Agency's program goals. From determining program needs, to evaluation through program management, this session provides guidance and assistance to leverage task order management.

DATE & TIME:

Thursday, August 31th	9:00 am	-	9:50 am

Maximizing Your Rebates

Discussion centers on the benefit of electronic invoicing and payment to increase rebate potential. Topics include invoice and payment options offered by Citibank.

DATE & TIME:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Thursday, August 31st	11:00 am	-	11:50 am

BANK OF AMERICA

Delinquency Management for the Travel Card Program

In this course you will learn about the Delinquency Management Life Cycle and the tools available to help you manage your portfolio. Review standard delinquency and exception reports and how to use them to detect card misuse. Gain a better understanding of Bank of America policies and your role in the process.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
Thursday, August 31st	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm

Bank of America Government Card Services Best Practices

You will have the opportunity to hear how other Bank of America agencies successfully manage their program. Learn program management ideas and how to implement them in your own organization.

DATES & TIMES:

Wednesday, August 30th	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm

Introduction to EAGLSs Reporting

You have a wealth of card program information available to you through the EAGLS Reporting Tool. Learn about reports that provide important information about cards assigned to your organization and accountholder spending behaviors. You will also receive an overview of how to access and schedule reports.

DATES & TIMES:

Wednesday, August 30th	9:00 am	-	9:50 am
	10:00 am	-	10:50 am
Thursday, August 31st	8:00 am	-	8:50 am
	9:00 am	-	9:50 am

Understanding Paper Reporting

This session is designed for A/OPCs that currently receive paper reports. Learn about reports that are available in paper format and the information listed on each one.

DATES & TIMES:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Wednesday, August 30th	8:00 am	-	8:50 am

Disputes

Gain a better understanding of the dispute process in this session. Information will be presented on what qualifies as a dispute, when you should dispute a transaction and the length of the process.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm
Wednesday, August 30th	8:00 am	-	8:50 am
	9:00 am	-	9:50 am

Optional – One Card Solution – The Integrated Card Program

What is an Integrated Card Program? Is it the right solution for your agency? Learn about the advantages the Integrated Card provides. You will receive an overview of what's involved in this program including development, implementation and daily operations.

DATES & TIMES:

Wednesday, August 30th	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm

Introduction to EAGLS for Purchase and Travel Card

This "hands on" session will provide an overview of EAGLS, Bank of America's web-based card program management tool. New EAGLS users will learn how to access and navigate through the system.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
Wednesday, August 30th	8:00 am	-	8:50 am

Basic EAGLS for Purchase and Travel Card

Become familiar with frequently used functions in EAGLS. You will learn the operating steps to maintain accounts and view transaction detail in this "hands on" session. Previous exposure to EAGLS is recommended.

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
Wednesday, August 30th	9:00 am	-	9:50 am

Advanced EAGLS for Purchase and Travel Card

Increase your proficiency in EAGLS in this "hands on" session. You will learn how to use the full range of EAGLS functions to assist you in managing your card program. A/OPCs with basic EAGLS experience should attend.

DATES & TIMES:

Tuesday, August 29th	3:30 pm	-	4:20 pm
Wednesday, August 30th	10:00 am	-	10:50 am
Thursday, August 31st	10:00 am	-	10:50 am
	11:00 am	-	11:50 am

EAGLS Cost Allocation for Purchase Card A/OPCs

In this "hands on" session you will learn about using the cost allocation feature allowing you to allocate transactions online for reconciliation. Cost Allocation applies to only centrally billed transactions and is available to A/OPCs, DBOs and accountholders.

DATES & TIMES:

Wednesday, August 30th	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm
Thursday, August 31st	1:30 pm	-	2:20 pm

Basic EAGLS Training for Centrally Billed Travel Accounts

This "hands on" session is focused on the online reconciliation process for Centrally Billed travel accounts. You will become familiar with account set up, monitoring and tracking transactions, and the dispute process in this session.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
Thursday, August 31st	9:00 am	-	9:50 am

EAGLS Reporting

You have a wealth of card program information available to you through the EAGLS Reporting tool. In this session you will learn how to schedule, view and print reports using EAGLS. This course provides you with the necessary tools to manage delinquency.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
	10:00 am	-	10:50 am
	1:30 pm	-	2:20 pm
Thursday, August 31st	8:00 am	-	8:50 am
	10:00 am	-	10:50 am
	1:30 pm	-	2:20 pm

EAGLS Reporting for "Power Users"

Learn how to maximize the use of reporting data through Info Analyzer in this session. You will learn how to manipulate and customize reports. A basic understanding of EAGLS and reports is recommended.

DATES & TIMES:

Wednesday, August 30th	9:00 am	-	9:50 am
	11:00 am	-	11:50 am
	2:30 pm	-	3:20 pm
Thursday, August 31st	9:00 am	-	9:50 am
	11:00 am	-	11:50 am
	2:30 pm	-	3:20 pm

EAGLS Training for Fleet Program A/OPCs

Learn how to utilize EAGLS to perform daily administrative and maintenance tasks for your fleet card program in this "hands on" session.

DATES & TIMES:

Wednesday, August 30th	3:30 pm	-	4:20 pm
Thursday, August 31st	8:00 am	-	8:50 am

U.S. BANK

C.A.R.E. : Part I

For the beginner C.A.R.E. user. A presentation of basic elements of C.A.R.E.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm
	3:30 pm	**-**	**4:20 pm ***

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

I.M.P.A.C. Check

Understanding how and when to use I.M.P.A.C. Checks, how to set up a check account, and special rules for check accounts. Recommended for beginning to moderately experienced A/OPCs.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
	9:00 am	-	9:50 am

Card Management Controls

Using the MAT codes, 30 day limit and daily transaction limit to manage and analyze your Cardholders' purchasing patterns. Recommended for beginning to moderately experienced A/OPCs.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm
Thursday, August 31st	**1:30 pm**	**-**	**2:20 pm***

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

Disputes

How to submit disputes, regulations regarding disputes including timelines and procedures. Recommended for beginning to moderately experienced A/OPCs.

DATES & TIMES:

Tuesday, August 29th	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm

Forms

A review of current forms and how and when to use them. Recommended for beginning A/OPCs.

DATES & TIMES:

Wednesday, August 30th	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
Thursday, August 31st	**8:00 am**	**-**	**8:50 am***
	9:00 am	-	9:50 am
	10:00 am	-	10:50 am
	11:00 am	-	11:50 am

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

Reports

A review of reports – which are most useful, which ones may be helpful for special situations. Recommended for beginning A/OPCs.

DATES & TIMES:

Wednesday, August 30th	**8:00 am**	**-**	**8:50 am***
	9:00 am	-	9:50 am
	10:00 am	-	10:50 am

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

A/OPC Basics

For the new A/OPC. A detailed review of A/OPC responsibilities and the tools that are available from U.S. Bank.

DATES & TIMES:

Wednesday, August 30th	10:00 am	-	10:50 am
	11:00 am	-	11:50 am
	1:30 pm	**-**	**2:20 pm***

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

Travel Topics: Parts I and II

Specific for the Travel Card program A/OPC. We will emphasize the benefits of Central Pay and will address CTS reconciliation FAQs.

DATES & TIMES:

Thursday, August 31st	(Part I) 8:00 am	-	8:50 am
	(Part II) 9:00 am	-	9:50 am

C.A.R.E.: Part II

Advanced use of C.A.R.E. including standard and ad hoc reporting and transaction management, Billing Official and Resource Manager roles.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
	9:00 am	-	9:50 am
	10:00 am	**-**	**10:50 am***

* NOTE – This class will focus on civilian agencies using the Government Processing Platform (GPP) for the purchase card.

Payment Trends for the 21st Century/ Emerging Technology

A presentation by U.S. Bank and their partners on developments in the payments industry. Recommended for experienced A/OPCs.

DATES & TIMES:

Wednesday, August 30th	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm

Best Practices

A presentation of successful programs within Government and commercial industry. Recommended for experienced A/OPCs.

DATES & TIMES:

Tuesday, August 29th	1:30 pm	-	2:20 pm
	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm

U.S. Bank E-Commerce Initiatives

E-Business is a hot topic in 2000 – U.S. Bank will present its strategy to maintain leadership in this emerging field. Recommended for experienced A/OPCs.

DATES & TIMES:

Wednesday, August 30th	11:00 am	-	11:50 am
	1:30 pm	-	2:20 pm

Utilizing Small and/or Disadvantaged Businesses

Government requires agencies to use small, minority-owned and women-owned businesses for some purchases. We will review the requirements and U.S. Bank's ability to provide reporting. Recommended for experienced A/OPCs.

DATES & TIMES:

Wednesday, August 30th	2:30 pm	-	3:20 pm
	3:30 pm	-	4:20 pm

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U.S. BANK CONTINUED

Fleet Card Programs, Parts I and II
Together with Voyager, U.S. Bank will provide a forum for discussion of fleet card program issues.

DATES & TIMES:

Wednesday, August 30th (Part I)	8:00 am	-	8:50 am
(Part II)	9:00 am	-	9:50 am

The U.S. Bank Story: Check Us Out
U.S. Bank will present its strengths and unique capabilities. Recommended for agency personnel that are not currently using U.S. Bank.

DATES & TIMES:

Wednesday, August 30th	8:00 am	-	8:50 am
	9:00 am	-	9:50 am
	10:00 am	-	10:50 am
	11:00 am	-	11:50 am

C.A.R.E. Computer Lab
Bring your C.A.R.E. access codes and sign on to our computers. U.S. Bank's staff will be on hand to assist you and answer questions while you work directly with the C.A.R.E. system.

DATES & TIMES

Tuesday, August 29th	1:30 pm	-	4:30 pm
Wednesday, August 30th	8:00 am	-	4:30 pm
Thursday, August 31st	8:00 am	-	2:30 pm

GSA

GSA SmartPay: Innovations within Government (Purchase)
This session will focus on new ways to streamline purchasing and payments using the card program. The information will be of particular interest to purchase card program coordinators, contracting personnel and financial officers. This will be a Governmentwide overview of innovative ideas and processes that assist in efficiently running card programs in various agencies.

DATE & TIME:

Wednesday, August 30th	8:00 am	-	8:50 am

GSA SmartPay: Innovations within Government (Travel)
This session will focus on new ways to enhance the Federal travel process by using GSA SmartPay. The session will be of particular interest to travel card program coordinators, contracting personnel and financial officers. This will be a Governmentwide overview of innovative ideas that have been implemented in various agencies.

DATE & TIME:

Wednesday, August 30th	9:00 am	-	9:50 am

Follow the Money
A general overview of the credit card process. Understand what roles the banks, subcontractors and associations play. Learn how corporate cards such as GSA SmartPay differ from consumer cards.

DATE & TIME:

Wednesday, August 30th	10:00 am	-	10:50 am

Federal Supply Service Overview
Come and see all the products and services that GSA provides to assist you in accomplishing your agency's mission and to save money. Hear the latest and greatest program initiatives that GSA has to offer. Featuring NIB, NISH and The Committee for Purchase from People who are Blind or Severely Disabled.

DATE & TIME:

Wednesday, August 30th	11:00 am	-	11:50 am

GSA Advantage!™
GSA's on-line shopping service and ordering system, *GSA Advantage!*™ has become the most popular website in the Government. Learn to use *GSA Advantage!*™ to bring our products and services to you as quick as you can click a button. Use the power of the Internet and GSA's procurement tools, use *GSA Advantage!*™.

DATE & TIME:

Wednesday, August 30th	1:30 pm	-	2:20 pm

DEPARTMENT OF DEFENSE

Sponsored Training Sessions

DoD Travel
Agenda DoD Service Day for Travel
- DoD Policy Update
- EAGLS Overview and Update
- DTS Limited
- Payment Issues
- Delinquency Management
- Centrally Billed Accounts (CBAs)

DATE & TIME:

Thursday, August 31st	8:00 am	-	4:30 pm

DoD Purchase
The focus of DoD's sessions will be the evolution of the Purchase Card program over the past year in each of the Military Departments. The Purchase Card Program Office will provide an overall assessment of the card program in the Department, where the program is headed, and how Operation Mongoose is complementing fraud detection efforts in the program. Additionally, the Defense Finance and Accounting Service will provide an update on how the electronic certification process has reengineered its accounting and payment processes.

DATE & TIME:

Thursday, August 31st	8:00 am	-	12:00 pm
	1:00 pm	-	5:00 pm
	(Repeat of Morning Session)		

The Second Annual
GSA SmartPay Conference, 2000
REGISTRATION FORM

Please print clearly and fill out completely. Completion of this form does not secure hotel accommodations. **Registrations must be received by July 21, 2000.**

Name: _____
    FIRST NAME   MIDDLE INITIAL   LAST NAME

Preferred Badge Name: _____

Agency: (**Please No Acronyms**) _____

Address: _____

_____

City: _____ State: _____ Zip Code: _____

Phone: (   ) _____ Fax: (   ) _____

E-mail address: _____

Please circle your GSA SmartPay bank provider(s) and the business line(s) they provide services for:

Bank of America	Travel	Purchase	Fleet	Integrated
Citibank	Travel	Purchase	Fleet	Integrated
U.S. Bank	Travel	Purchase	Fleet	Integrated
Bank One	Travel	Purchase	Fleet	Integrated
Mellon Bank		Purchase		

Please check the area that best describes your role and level of experience with the credit card program:

❑ Agency / Organization Program Coordinator
(Beginner - less than 2 years experience)

❑ Agency / Organization Program Coordinator
(Advanced - 2 or more years of experience)

❑ Designated Billing Office

❑ Other (Please Specify): _____

Absolutely no registration fees required.

Please return your registration form by one of following methods:

Fax to: (202) 479-6801   Mail to: Graduate School, USDA (SB)
Attention: Sharon Barcellos   600 Maryland Avenue, SW - Suite 280
                                                   Washington, DC 20024-2520

You will be mailed a confirmation package within three days after your registration has been received. If you have any questions about the conference or your registration status, please call the Graduate School, USDA at (202) 314-3454.

Attendees are responsible to call and make their hotel reservations. Hotel reservations may be made with The Sheraton Chicago Hotel and Towers by calling (800) 233-4100 or (312) 464-1000. If you are unable to obtain a room at the conference rate at The Sheraton Chicago Hotel and Towers, additional hotel room blocks have been secured at the Government per diem rate. **Advance hotel reservations may also be made at the Hyatt Regency Chicago by calling (312) 565-1234 or (800) 233-1234 and The Swissotel Chicago by calling (312) 565-0565 or (800) 637-9477. Be sure to mention the GSA SmartPay conference to obtain conference rates.** The conference rate of $130.00 plus tax per night is available until the room blocks at all hotels are filled, **but no later than August 1, 2000**. For updates on conference events see the GSA SmartPay website: www.fss.gsa.gov/services/gsa-smartpay.